

To: Bill Kaplan, Co-Founder, Chairman  
Jon DeLuca, President and Chief Executive Officer  
Matthew Phillips, Executive Vice President

Senior Lifestyle  
Corporate Campus  
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Chicago, IL 60601  
seniorlifestyle.com  
(312) 673-4333

From: Charlie Dean  
1225 Lakeshore Dr. Apt 328  
Edmond, OK 73013

Date: January 19, 2016

Gentlemen,

Yesterday I requested a digital copy of the Bylaws of the Resident Council. Lee Holland, the Executive Director, has refused my request.

It appears to me that some of our Representatives on the Resident Council have been so intimidated by Management that they are essentially an extension of Management.

Mr. Holland's statement that "resident council is completely resident controlled and managed" is not true. His statement that the "administration has minimal involvement" is not true. Lee's statement that "all management is transparent when it come to Copper Lakes policies and procedures" is not true. Lee Holland and his staff are computer literate and Internet literate and they have access to the material, which is on their own computer, and could easily provide it. Management's withholding this material shows how un-transparent Management is.

Of course "Ms. Hill cannot provide [me] with the bylaws, in the specific way that [I am] demanding them." Ms. Hill is not computer literate or Internet literate; most Residents are not. However, the children and grandchildren of Residents usually are. Management is afraid that Copper Lake policies and procedures will become more transparent if it releases the material I have requested.

## Redaction of email exchange on January 18, 2016

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### Digital version of Bylaws of Resident Council

Charlie Dean <charlie.dean81@gmail.com>      **Mon, Jan 18, 2016 at 11:50 AM**

To: Lee Holland - Executive Director <lholland@seniorlifestyle.com>, Amber Saunders - Business Office Manager <asaunders@seniorlifestyle.com>, Kendra Holder - Director of Resident Programs <kholder@seniorlifestyle.com>, Laura Frederici - Sales Counselor <lfrederici@seniorlifestyle.com>, Gary Scism - Director of Dining Services <gscism@seniorlifestyle.com>, Dalton Bryan - Director of Plant Operations <dbryan@seniorlifestyle.com>, Diane Mauch - Administrative Assistant <dmauch@seniorlifestyle.com>

Copper Lake Estates  
Independent Living Facility  
1225 Lakeshore Drive  
Edmond, OK 73013

Ladies and Gentlemen,

This morning Willa Hill (President of Resident Council) brought me a copy of the Bylaws. I asked her if she could email me a digital copy; she said no. I asked her how I could get a digital copy; she said "We don't do that." I asked who had a digital copy; she said "This is all we have." I reminded her that to have the material printed, it had to be on somebody's computer. Willa said it was probably on the secretary's computer. I asked Willa to ask the secretary to email me a copy. At first Willa said "no." I continued to ask, and she indicated that if she were the secretary she would not email me a copy. I again asked Willa to ask, and she said she would ask the secretary to email me a digital copy.

The only reason I can think of that Management would avoid or postpone sharing the Bylaws of the Resident Council is to keep that information away from Residents and their younger family members. The same goes for avoiding or postponing our access to a digital copy.

Having access to such requested information can be useful to Residents and their younger family members as they attempt to communicate with the Executive Director, the Business Office Manager, the Director of Resident Programs, the Sales Counselor, the Director of Dining Services, the Director of Plant Operations, the Administrative Assistant, and Senior Lifestyle generally.

I really would appreciate a digital copy of the Bylaws of the Resident Council.

Charlie Dean, Copper Lake Estates - Independent Living  
1225 Lakeshore Dr. #328, Edmond, OK 73013

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From: Lee Holland [lholland@seniorlifestyle.com](mailto:lholland@seniorlifestyle.com)

To: Charlie Dean [charlie.dean81@gmail.com](mailto:charlie.dean81@gmail.com)

Cc: Amber Saunders <[asaunders@seniorlifestyle.com](mailto:asaunders@seniorlifestyle.com)>,  
Kendra Holder <[kholder@seniorlifestyle.com](mailto:kholder@seniorlifestyle.com)>,  
Laura Frederici <[lfrederici@seniorlifestyle.com](mailto:lfrederici@seniorlifestyle.com)>,  
Gary Scism - Director of Dining Services <[gscism@seniorlifestyle.com](mailto:gscism@seniorlifestyle.com)>,  
Dalton Bryan <[dbryan@seniorlifestyle.com](mailto:dbryan@seniorlifestyle.com)>,  
Diane Mauch <[dmauch@seniorlifestyle.com](mailto:dmauch@seniorlifestyle.com)>

Date: **Mon, Jan 18, 2016 at 12:11 PM**

Re: Digital version of Bylaws of Resident Council

Mr. Dean,

The resident council is completely resident controlled and managed. The administration has minimal involvement. All management is transparent when it come to Copper Lakes policies and procedures. I apologize that Ms. Hill cannot provide you with the bylaws, in the specific way that you are demanding them.

I would like to speak with you more about this. Would you be available this week for us to sit down together?

Lee Holland  
Executive Director  
Copper Lake Estates  
(405) 850-4953  
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